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Call transfer and conference with separate billing records per leg - all 3 versions »

RW Petrunka - US Patent 6,295,127, 2001 - freepatentsonline.com

... In the meantime, network CTI server 2120 transmits call context data, including data collected by the agent using agent terminal 2300, such as the customer's ...

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Method and apparatus for communication web services

CR Strathmeyer - 2003 - Google Patents

... In one embodiment, system 100 may comprise a call terminal 102, a telephony network 104, a media server 108, an agent workstation 110, a CTI server 112, a ...

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MJ Crowther - US Patent 7,103,169, 2006 - Google Patents

... ACD PBX 42 OPERATOR POSITION COMP. COMP. OPERATOR POSITION V.50 48 CTI SERVER 46 -TEL. 46 -TEL. Fig. 3 44 Page 5. US Patent Sep. 5, 2006 Sheet 4 of 5 54 ...

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J Himi, M Ely, B Cottle, C Gindell, RD Angelo - US Patent 6,731,609, 2004 - freepatentsonline.com

... TABLE 2 Call Context Mapper Events Requests Description CTIRouteRequest Asks the CTI server 40 for a device to which to route the call. ...

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System and method for automated telephone message routing using an altered ANI - all 3 versions »

JL Muir, J Wood, CA Van Oort, DL Wooters, MP ... - US Patent 6,661,882, 2003 - freepatentsonline.com

The present invention provides a system and method of transferring a call signal including call-related data received from a communications system between a host ...

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... The primary interface for the Call Recording Service (CRS), to a Cisco Unified ICME/CCE environment is through the CTI Server that resides on the Agent ...

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[System and method for automated telephone message routing](#) - all 3 versions »

EP Patent 1,054,554, 2000 - [freepatentsonline.com](#)

... The CTI Server then sends the agent extension and Session ID to the host.

The Host will use the information passed by the CTI Server ...

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